

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A method of generating a process plan comprising:

i) storing at least one generic process ~~plan~~ pattern, wherein the at least one generic process pattern defines a core process that must be executed in order to achieve a type of goal;

ii) storing at least one ~~non-generic~~ process ~~element~~aspect containing a predetermined pattern, wherein the at least one process aspect defines at least one context dependent process step;

iii) searching said at least one generic process ~~plan~~pattern for the predetermined pattern contained by the at least one ~~non-generic~~ process ~~element~~aspect,

iv) on detection of the predetermined pattern, inserting content from said at least one ~~non-generic~~ process ~~element~~aspect into the generic process ~~plan~~ pattern to generate a process plan and

v) outputting the generated process plan,

wherein an instruction coded into each of the at least one ~~non-generic~~ process ~~element~~aspect determines how content is merged from the ~~non-generic~~ process ~~element~~aspect into the generic process ~~plan~~pattern at runtime of the generic process ~~plan~~pattern.

2. (currently amended) A method according to claim 1 further comprising the steps of receiving for storage the at least one generic process ~~plan-pattern~~ and receiving for storage the at least one ~~non-generic~~ process ~~element~~aspect.

3. (currently amended) A method according to claim 1 wherein each stored generic process ~~plan-pattern~~ is indexed in accordance with a goal to be achieved by the plan and the method further comprises:

- vi) receiving a goal input, and
- vii) selecting a generic process ~~plan-pattern~~ for searching, said selection being in accordance with the received goal input.

4. (currently amended) A method according to claim 1 wherein the at least one ~~non-generic~~ process ~~element~~aspect comprises resource information, identifying one or more resources to support a process step in a generated process plan.

5. (currently amended) A method according to claim 4 wherein each stored ~~non-generic~~ process ~~element~~aspect comprising resource information is indexed in accordance with one or more relevant resources.

6. (currently amended) A method according to claim 1 wherein content inserted from the at least one ~~non-generic~~ process ~~element~~aspect comprises data.

7. (currently amended) A method according to claim 1 wherein the at least one ~~non-generic~~ process ~~element~~aspect comprises context specific method steps or data and is indexed for storage according to the relevant context.

8. (currently amended) A method according to claim 7 wherein the context for the at least one ~~non-generic~~ process ~~element~~aspect is service type.

9. (currently amended) A method according to claim 7 wherein the context for the at least one ~~non-generic~~ process ~~element~~aspect is customer type.

10. (currently amended) Apparatus for use in generating a process plan, the apparatus comprising:

i) a generic process ~~plan~~pattern store that stores at least one generic process pattern, wherein the at least one generic process pattern defines a core process that must be executed in order to achieve a type of goal,

ii) a ~~non-generic~~ process ~~element~~aspect store that stores at least one process aspect containing a predetermined pattern, wherein the at least one process aspect defines at least one context dependent process step,

iii) means for searching at least one process plan for at least one predetermined pattern contained in at least one ~~non-generic~~ process ~~element~~aspect,

- iv) means for inserting content from said at least one ~~non-generic~~ process ~~element~~aspect into the generic process ~~plan~~pattern on detection of the predetermined pattern so as to generate a process plan, and
- v) an output for generated process plans,

wherein an instruction coded into each of the at least one ~~non-generic~~ process ~~element~~aspect determines how content is merged from the ~~non-generic~~ process ~~element~~aspect into the generic process ~~plan~~pattern at runtime of the generic process ~~plan~~pattern.

11. (currently amended) An apparatus according to claim 10 further comprising means for receiving for storage the at least one generic process ~~plan~~pattern and receiving for storage the at least one ~~non-generic~~ process ~~element~~aspect.

12. (currently amended) An apparatus according to claim 10 wherein each stored generic process ~~plan~~pattern is indexed in accordance with a goal to be achieved by the plan and the apparatus further comprises:

- vi) means for receiving a goal input, and
- vii) means for selecting a generic process ~~plan~~pattern for searching, said selection being in accordance with the received goal input.

13. (currently amended) An apparatus according to claim 10 wherein the at least one ~~non-generic~~ process ~~element~~aspect comprises resource information, identifying one or more resources to support a process step in a generated process plan.

14. (currently amended) An apparatus according to claim 13 wherein each stored ~~non-generic~~ process ~~element~~aspect comprising resource information is indexed in accordance with one or more relevant resources.

15. (currently amended) An apparatus according to claim 10 wherein content inserted from the at least one ~~non-generic~~ process ~~element~~aspect comprises data.

16. (currently amended) An apparatus according to claim 10 wherein the at least one ~~non-generic~~ process ~~element~~aspect comprises context specific method steps or data and is indexed for storage according to the relevant context.

17. (currently amended) An apparatus according to claim 16 wherein the context for the at least one ~~non-generic~~ process ~~element~~aspect is service type.

18. (currently amended) An apparatus according to claim 16 wherein the context for the at least one ~~non-generic~~ process ~~element~~aspect is customer type.

19. (currently amended) An apparatus as in claim 10 wherein the content introduces new process steps with respect to the generic process ~~plan~~pattern.

20. (currently amended) An apparatus as in claim 10 wherein the content advises existing process steps of the generic process ~~plan~~pattern.

21. (currently amended) A method as in claim 1 wherein the content introduces new process steps with respect to the generic process ~~plan~~pattern.

22. (currently amended) A method as in claim 1 wherein the content advises existing process steps of the generic process ~~plan~~pattern.

23. (currently amended) An apparatus according to claim 16, wherein the context for the at least one ~~non-generic~~ process ~~element~~aspect is customer type.

24. (currently amended) A method as in claim 1, wherein instructions respectively coded into ~~non-generic~~ process ~~elements~~aspects determine a sequence in which said ~~non-generic~~ process ~~elements~~aspects are merged into said generic process ~~plan~~pattern.

25. (currently amended) A method as in claim 1, wherein said instruction coded into each of said at least one ~~non-generic~~ process ~~element~~aspect introduces new process steps into said generic process ~~plan~~pattern.

26. (currently amended) A method as in claim 1, wherein said instruction coded into each of said at least one ~~non-generic~~ process ~~element~~aspect advises existing process steps in said generic process ~~plan~~pattern.

27. (currently amended) An apparatus as in claim 10, wherein instructions respectively coded into ~~non-generic~~ process ~~elements~~aspects determine a sequence in which said ~~non-generic~~ process ~~elements~~aspects are merged into said generic process ~~plan~~pattern.

28. (currently amended) An apparatus as in claim 10, wherein said instruction coded into each of said at least one ~~non-generic~~ process ~~element~~aspect introduces new process steps into said generic process ~~plan~~pattern.

29. (currently amended) An apparatus as in claim 10, wherein said instruction coded into each of said at least one ~~non-generic~~ process ~~element~~aspect advises existing process steps in said generic process ~~plan~~pattern.